


<b>DISTRIBUTE TO:</b> <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 <b>TOYOTA</b> <b>Warranty Policy Bulletin</b>	No.: POL17-09 Date: 07/17/2017 Page: 1 of 9  <b>REVISED 4/3/19</b>
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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZH6):  
 WARRANTY EXTENSION FOR FRAME CORROSION ON  
 CERTAIN 2005-2010 MY TACOMA VEHICLES**

**Background**

Toyota has received reports of customer concerns in which the vehicles operated in specific cold climate areas (Cold Climate States) with high road salt usage may exhibit more-than-normal corrosion with the vehicle's frame.

On May 21, 2017, a settlement of claims in a *class action lawsuit* involving 2005 – 2010 Toyota Tacoma vehicles regarding frame corrosion was approved. This *class action settlement* includes inspection of the customer's frame, and if the frames meet or exceed the Rust Perforation Standard based on the Court-ordered inspection criteria, the frame will be replaced at no cost to the customer. Toyota is currently preparing parts for frame replacement.

This settlement will also include CRC (Corrosion Resistant Compound) application. Toyota is currently preparing parts for CRC application process. Once available, CRC application will be covered under a separate Limited Service Campaign (LSC), and will only be available for vehicles registered in the Cold Climate States<sup>1</sup> that pass frame inspection criteria, and did not:

- Previously have the frame replaced and/or:
- Previously had the frame sprayed with CRC under any previous campaign

Activity	Estimated Launch Timing	Notes
Frame Inspection	Available	As Necessary
Frame Replacement	Available	Upon meeting or exceeding the Rust Perforation Standard based on Court-ordered inspection criteria
Customer Reimbursement	Available	Through Settlement Administrator, see <a href="http://www.toyotaframesettlement.com">www.toyotaframesettlement.com</a>
Frame CRC Application	Available	Only for vehicles that do not meet or exceed the Rust Perforation Standard based on Court-ordered inspection criteria; only for cold-climate states <sup>1</sup> ; under LSC H0F; expires May 21, 2019

<sup>1</sup> – District of Columbia (DC), CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, and WV.

## **Applicability**

This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to frame corrosion. The specific condition covered by this program is rust that satisfies the Rust Perforation Standard as per the Settlement Agreement.

This Warranty is applicable for **the latter of 12 years from the Date of First Use (DOFU) or January 31, 2019.**

If a customer believes their vehicle has been operated in cold climate regions of the United States where high road salt is frequently used and/or a customer is concerned that their vehicle's frame has more than normal corrosion, Toyota dealerships are requested to inspect the vehicle's frame for corrosion using the Court-ordered Frame Inspection and Replacement Protocol. Based upon the results of the inspection, dealerships are requested to do one of the following at *no charge* to the vehicle owner:

- For warm climate states, if the vehicle's frame passes Toyota's inspection, no further action is required.
- For Cold Climate States (District of Columbia (DC), CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, and WV), if the vehicle's frame passes Toyota's inspection, the vehicle may be eligible to have Corrosion Resistant Compound (CRC) protection applied. This will be applied under a separate Limited Service Campaign (LSC).
- For all states and territories, if the vehicle's frame meets or exceeds the standard for frame replacement, the frame will be replaced at *no charge* to the customer.

Verify VIN applicability for this Warranty Enhancement by checking TIS before completing any repairs.

Direct marketing of this Warranty Enhancement is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

***\*This Warranty Enhancement Program is subject to the terms of the Settlement Agreement and conditions set forth in the Toyota New Vehicle Limited Warranty. The WEP does not apply to vehicles that have flood damaged titles or vehicles that were sent to a salvage yard, junkyard, wreckage facility or similar entity.***

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## **Covered Vehicles**

Not all vehicles are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

## **Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Technician (any specialty)
- Expert Technician (any specialty)
- Master Technician
- Master Diagnostic Technician (MDT)

Final repair must be signed off and validated by a MDT, Shop Foreman, or Service Manager using the Frame Replacement Inspection Form.

Claims for repairs that were performed by non-qualified technicians are subject to debit.

## **Remedy Procedures**

To assist dealers in determining the correct part number(s) to order, a website has been set up to look up part numbers by VIN. Please go to <http://toyota-frame-parts-lookup.imagespm.info>. Select the appropriate campaign/vehicle, enter the VIN, and the correct part numbers to order will be displayed. ***The website is for part(s) application reference only and won't order the parts, confirm campaign completion status, or confirm campaign applicability.***

- The parts will need to be ordered through the Dealer Daily Parts System.
- ETAs for the parts will be available via the normal system.
- Frame ETAs will be made available on the Dealer Daily website, in the MAC reference area.

**Note: When first logging in; enter your dealer code and the default password; XXXXX. Upon logging in the website will ask for you to reset the password and provide an email address.**

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**Remedy Procedures (Continued)**

The below list of ancillary parts is reimbursable in the event that careful removal of the part damages the component and/or where the component is corroded to the point that re-installation is not possible. Normal wear & tear for time and miles does not justify ancillary part reimbursement. All ancillary parts should be retained until the claim has been approved by Warranty.

**Clear pictorial documentation of ancillary parts must be attached to the dealer's copy of the Repair Order (RO).** These pictures must have the RO placed next to the ancillary part and both captured in the same picture. TMNA Warranty reserves the right to request photo documentation in order to confirm that replacement was necessary. If the requested pictures are (1) not submitted, (2) unclear, (3) and/or do not justify replacement under this program, the warranty claim is subject to denial and/or debit as permitted by state law.

**Ancillary Parts:**

Hardware (applicable Bolts, Nuts, Clips, Clamps, Washers, Cotter Pins, Brackets, etc.), Brake Tube/Lines (including Flexible), Bumper Springs, Cab Mounting Cushions, Toe/Camber Cam Assemblies, Control Arm Bushings, Lateral Control Rod Bushing, Differential Supports, Engine/Transmission Mounts, Fender Apron Seals, Crossmember Extension, Stabilizer Bar Links/Bushings/Cushions, Front Suspension Member Brace, Fuel Tank, Fuel Tank Protector, Fuel Tank Straps, Fuel Lines/Tubes, Parking Brake Cables, Toe Adjustment Plates, Spare Tire Carrier, Shackle Kit, Steering Intermediate Shaft, Power Steering Rack (including lines attached to Rack) and Tie Rod Ends, Upper Control Arms, Hub Grease Caps, Lower Control Arms, Rear Crossmember (Frame Sub-Assembly), Rear Differential Mount.

See **Appendix A** for flowchart illustrating warranty claim submission process.

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**Claim Submission**

<b>Claim Type</b>	<b>Opcode</b>	<b>Description</b>	<b>Labor Time</b>
Repair Program	GHG17A	2005-2008 MY Frame Inspection – No Significant Perforation Found	0.5 hr./vehicle
	ZH6404	2005-2008 MY Frame Inspection – Qualifying Perforation Found – Awaiting Frame Replacement	0.5 hr./vehicle
	GHG19A	2009-2010 MY Frame Inspection – No Significant Perforation Found	0.5 hr./vehicle
	ZH6213	2009-2010 MY Frame Inspection – Qualifying Perforation Found – Awaiting Frame Replacement	0.5 hr./vehicle
	GHG17B	2005-2008 MY Frame Inspection + Replace Frame and Install Body Plugs – 2WD (Dealer)	39.5 hr./vehicles
	GHG17C	2005-2008 MY Frame Inspection + Replace Frame and Install Body Plugs – 4WD (Dealer)	41.1 hr./vehicle
	GHG17D	2005-2008 MY Frame Inspection + Replace Frame and Install Body Plugs – 2WD (Sublet)	0.5 hr./vehicle
	GHG17E	2005-2008 MY Frame Inspection + Replace Frame and Install Body Plugs – 4WD (Sublet)	0.5 hr./vehicle
	GHG17F	2005-2008 Replace Frame and Install Body Plugs – 2WD (Dealer)	39.0 hr./vehicle
	GHG17G	2005-2008 Replace Frame and Install Body Plugs – 4WD (Dealer)	40.6 hr./vehicle
	GHG17H	2005-2008 Replace Frame and Install Body Plugs – 2WD (Sublet)	0.0 hr./vehicle
	GHG17J	2005-2008 Replace Frame and Install Body Plugs – 4WD (Sublet)	0.0 hr./vehicle
	GHG19B	2009-2010 MY Frame Inspection + Replace Frame and Install Body Plugs – 2WD (Dealer)	39.5 hr./vehicles
	GHG19C	2009-2010 MY Frame Inspection + Replace Frame and Install Body Plugs – 4WD (Dealer)	41.1 hr./vehicle
	GHG19D	2009-2010 MY Frame Inspection + Replace Frame and Install Body Plugs – 2WD (Sublet)	0.5 hr./vehicle
	GHG19E	2009-2010 MY Frame Inspection + Replace Frame and Install Body Plugs – 4WD (Sublet)	0.5 hr./vehicle
	GHG19F	2009-2010 Replace Frame and Install Body Plugs – 2WD (Dealer)	39.0 hr./vehicle
	GHG19G	2009-2010 Replace Frame and Install Body Plugs – 4WD (Dealer)	40.6 hr./vehicle

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**Claim Submission (Continued)**

Claim Type	Opcode	Description	Labor Time
Repair Program	GHG19H	2009-2010 Replace Frame and Install Body Plugs – 2WD (Sublet)	0.0 hr./vehicle
	GHG19J	2009-2010 Replace Frame and Install Body Plugs – 4WD (Sublet)	0.0 hr./vehicle

**Note:** If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim. No OFP is required on the claim.

- During the frame replacement repair, for a maximum of 7 days, a loaner vehicle or alternative transportation (\$60 per day maximum) through Toyota Rent-A-Car (TRAC) can be claimed as a sublet type “RT” under the above opcodes GHG17/9B, GHG17/9C, GHG17/9D, GHG17/9E, GHG17/9F, GHG17/9G, GHG17/9H, and GHG17/9J.  
**Note: You cannot use this RT sublet in conjunction with only the rental 30-day period opcodes.**
- The sublet cost for opcodes GHG17D/19D, GHG17E/19E, GHG17H/9H, and GHG17J/19J (Replace Frame by a Sublet shop) should be claimed under sublet type YF using the following formula:
  - GHG17D/19D and GHG17G/19H = Maximum 38.2 Hours X Dealer Hourly Rate
  - GHG17E/19E and GHG17J/19J = Maximum 39.8 Hours X Dealer Hourly Rate
- The transportation cost of shipping the frame between the dealer and an outside repair shop will be reimbursed up to a maximum of \$50.00 under the sublet tab in CPS for the opcodes GHG17D/19D, GHG17E/19E, GHG17H/19H and GHG17J/19J with Sublet Type ‘YC’.
- The transportation cost of the vehicle between the dealer and an outside repair shop will be reimbursed up to a maximum of \$250.00 under the sublet tab in CPS for the opcodes GHG17D/19D, GHG17E/19E, GHG17H/19H and GHG17J/19J with Sublet Type ‘YG’.

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**Transportation Assistance**

Due to parts procurement limitations, for vehicles that do not pass the Toyota inspection criteria, loaner vehicles will be made available for up to 60 days if the vehicle is required to remain at the Toyota Dealer overnight. Toyota's policy does not guarantee customers the same model they are driving as a substitute while their vehicle is being repaired; however, dealers should consider all relevant customer needs and, when necessary and reasonably possible, attempt to provide a vehicle that best meets those requirements.

For vehicles covered under this Warranty Policy Bulletin, the cost of the loaner will be reimbursed up to a maximum of \$60/day.

A rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.

Claim Type	Opcode	Description	Sublet Type
Repair Program	GHG18A	2005-2008 MY Vehicle Rental 1-30 Days	RT
	GHG18B*	2005-2008 MY Vehicle Rental 31-60 Days	
	GHG18C*	2005-2008 MY Vehicle Rental 61-90 Days	
	GHG18D*	2005-2008 MY Vehicle Rental 91-120 Days	
	GHG20A	2009-2010 MY Vehicle Rental 1-30 Days	
	GHG20B*	2009-2010 MY Vehicle Rental 31-60 Days	
	GHG20C*	2009-2010 MY Vehicle Rental 61-90 Days	
	GHG20D*	2009-2010 MY Vehicle Rental 91-120 Days	

\* DSPM Authorization is required for rentals greater than 31 days.

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## **Customer-Paid Repairs or Replacement of Components**

Customers who previously paid for the replacement of a frame, prior to January 3, 2017, are required to submit a claim to the settlement administrator by July 20, 2017 (60 days after final court approval) for reimbursement consideration by the Court-appointed Settlement Claims Administrator. Those customers who are eligible for reimbursement will be provided a check by the settlement administrator. If customers have questions regarding the status of their reimbursement requests, please have them contact the settlement administrator at (800) 481-7948.

### **Appendix A**

#### **Frame Warranty Claim Submission**

The information below should be referenced to ensure correct warranty claim submissions for frame replacement or spray campaigns (ZH6-ZH9 and H0F).

#### **Key Points**

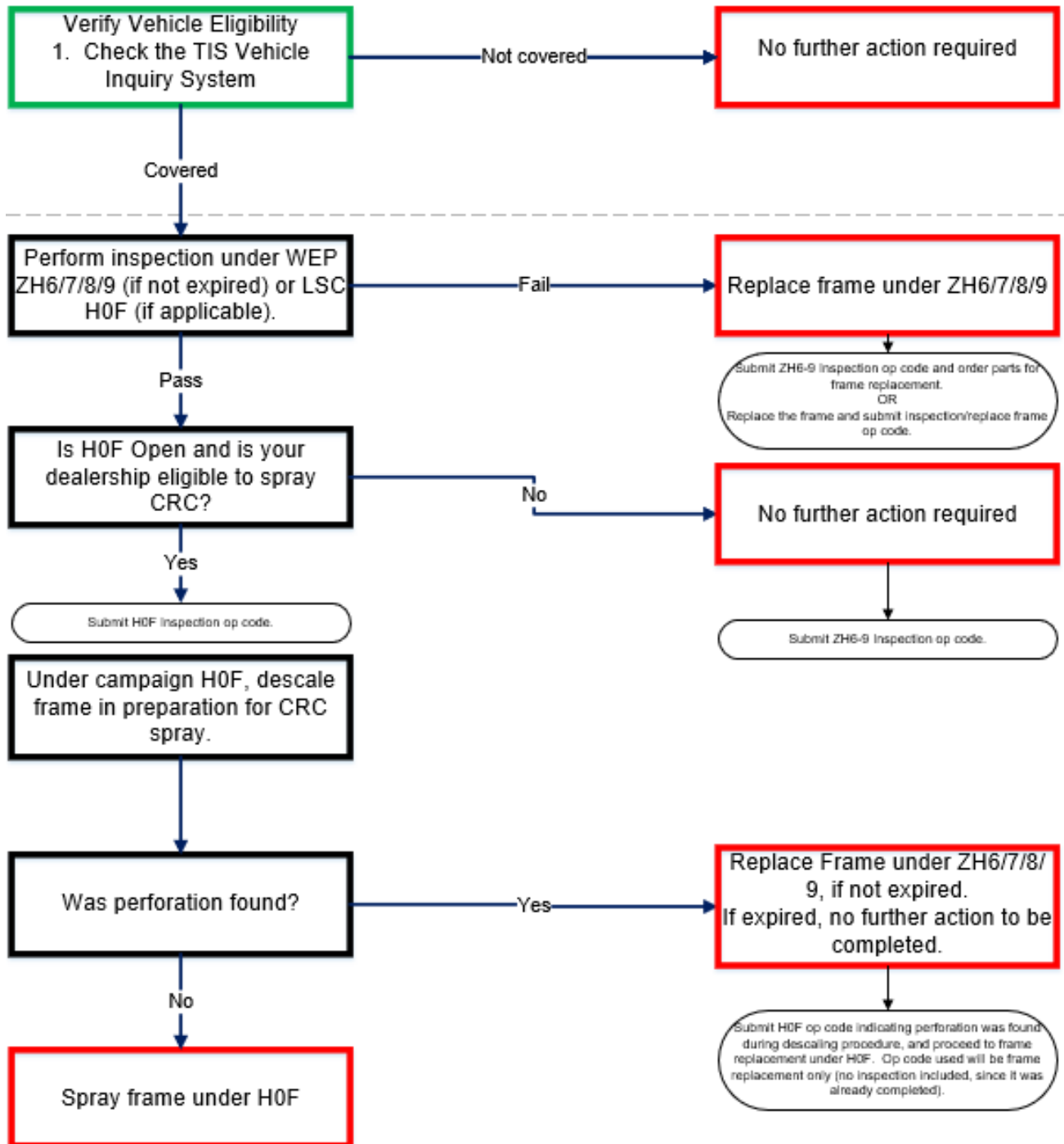
- ***Frame inspections can be claimed under ZH6-9 OR H0F. Frame inspections are required before replacing a frame or spraying it with CRC.***
- H0F opcodes GGG44C, GGG45C, GGG46C, GGG47C, and GGG48C are for vehicles that had initially passed the **frame** inspection, but had perforation found when descaling the vehicle in preparation for the CRC spray. **These H0F opcodes are not to be used as a preliminary failed inspection.**
- If you see in TIS that campaign H0F is applicable and the status shows Not Completed, check to see the status of WEP ZH6-ZH9. **Campaign H0F will close out automatically if the frame has been replaced under ZH6-9.**

**Please follow the flowchart below for the correct frame inspection, replacement and CRC spray process.**

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**Frame Warranty Claim Submission (Continued)**



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